

STATE OF CALIFORNIA
DEPARTMENT OF TECHNOLOGY SERVICES

THE VALUE OF TECHNOLOGY AND HOW YOU SEE DTS EVOLVING
VIDEO

PARTICIPANTS

EMPLOYMENT DEVELOPMENT DEPARTMENT

Dale Jablonsky, Deputy Director
Information Technology Branch

BOARD OF EQUALIZATION

Ramon J. Hersig, Executive Director

DEPARTMENT OF MOTOR VEHICLES

George Valverde, Director
Bernard C. Soriano, Ph.D, Chief Information Officer

DEPARTMENT OF HEALTH CARE SERVICES

Christy Quinlan, Deputy Director
Information Technology Services

OFFICE OF SYSTEMS INTEGRATION

Carlos Ramos, Director

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(Time noted: 14:56)

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NARRATOR: What does DTS mean to its customers, to find out, we asked them.

How is IT used in our customers' organizations to effectively and efficiently deliver services to their customers.

In other words, what's the "real world" impact of IT services DTS provides to them.

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RAMON J. HIRSIG, EXECUTIVE DIRECTOR
BOARD OF EQUALIZATION:

The Board of Equalization brings in over 152 billion dollars a year and it's done through the utilization of DTS computers -- which run our mainframe.

Having been with the Board for a number of years, I recall the days when we had our own main frame and the difficulty and processes that go along with owning and operating your own equipment. -- Ahh -- we feel much better about having our services there at DTS and --ahh -- do enjoy the ability -- to have better security and those type of things which are generally very difficult to maintain.

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DALE JABLONSKY, DEPUTY DIRECTOR
INFORMATION TECHNOLOGY BRANCH, CALIFORNIA EMPLOYMENT
DEVELOPMENT DEPARTMENT:

We collect 45 billion dollars in taxes, but then we also pay out close to 9 billion dollars in benefit checks and disability insurance checks for those people that are injured -- ahh-- through no fault of their own -- ahh -- that's not covered by Workers Comp, it's the California Disability Insurance System. Also, people that have been recently unemployed through no fault of their own and are eligible for unemployment insurance benefits and then people also participating on the Paid Family Leave Program that are either bonding with a child, or caring for an elderly parent.

All of those -- ahh -- systems -- those benefit systems represents a temporary wage lose replacement. So these are -- ahh -- wages that people need to -- ahh-um -- feed their children, to pay rent -- ahh -- vital things to keep the --ahh -- the economy stable during down -- times. We also have ahh an employment system called Cal Jobs that's hosted over at DTS. And -- ahh -- it's the largest labor market exchange system, bigger than Monster.com, in terms of number of users and number of jobs listed on there and -- ahh -- again, it's a big impact if any these systems are not reliable, not available --you know-- and some of these systems are 24 x 7 type systems.

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CHRISTY QUINLAN, DEPUTY DIRECTOR
INFORMATION TECHNOLOGY SERVICES:

Probably the biggest use of IT in our department is in the Medi-Cal area. So we would use -- umm -- in the Medi-Cal it's the Med system is probably the biggest use at the data center and we use that to determine eligibility for around 6.7 million people in California.

We're trying to work on a "no wrong door concept". So, when people need to apply for health care benefits, we wanna set-up the concept that where ever they go, if they go to -- here in Sacramento -- the UCD -- they come into the emergency room their gonna be able to apply for those benefits at the -- right there in the emergency room. The 24 hour concept would be when they go in and -- umm -- need medications. They may need to determine eligibility right then and right there. Some of those meds may be critical -- life sustaining.

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CARLOS RAMOS, DIRECTOR
OFFICE OF SYSTEMS INTEGRATION:

The Office of Systems Integration manages a portfolio of projects that serves programs in the health and human services area -- so for example, the -- our systems may support the County Child Protective Services Program. So, that supports the -- the-- social worker in the field that responds to reports of child abuse and that goes and responds and either provides services or treatment to the families, or takes action to keep the kids safe. So, the services that we rely on from the -- ahh --Department of Technology Services are the ability to connect to our systems, so that the social workers out in the field actually have access to the tools that enable them to provide service.

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GEORGE VALVERDE, DIRECTOR
DEPARTMENT OF MOTOR VEHICLES:

We view DTS as a partner with DMV. -- Ahh-- As far as our customers are concerned, -- ahh -- those 30 million vehicles and those 25 million drivers out there, they see DMV. However, they don't recognize that we're a partner with DTS. So when they go online and want to register their vehicle or renew their driver's license, what there going to is the DMV website. And even though they are going to the DMV website, we rely on DTS to maintain that 24 - 7 access. --Uh-- and it's a very important factor to us because without that -- you know -- ahh -- consideration our customers view us as not being accessible.

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RAMON J. HIRSIG, EXECUTIVE DIRECTOR
BOARD OF EQUALIZATION:

The ultimate question really is -- is it's a two-edge sword. When its' up and running its' great and its transparent, when it's not its incredibly serious because of the nature of what we do. It's kind of like an airplane, when the engines are running just great, if one quits, you wonder -- hey -- what's happening. So the communication we have with DTS and we have a resource in-house that we are using now has been very beneficial but -- ahh -- it is absolutely critical.

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NARRATOR:

What changes in services, or additional services do our customers for-see their organizations needing from DTS as they move into the future?

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**RAMON J. HIRSIG, EXECUTIVE DIRECTOR
BOARD OF EQUALIZATION:**

Its very much like if you go to a bank or buy airline tickets, it's 24 – 7 service. And we are at the beginning of that crossroads, we are going towards automated services in the area of returns. -- Umm -- It will be 3 to 5 year process to get it fully up and running but I see DTS as playing a critical roll with regards to that vision.

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**DALE JABLONSKY, DEPUTY DIRECTOR
INFORMATION TECHNOLOGY BRANCH
CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT:**

We see a fundamental shift going from -- ahh -- an in-person only 8 hours a day, when our offices are open type of system to something that's gonna be on-line, real-time and available -- uhh -- around the clock. And so, I think that's a fundamental shift --ahh-- for both the way we build applications at EDD and the way DTS is going to host those applications.

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GEORGE VALVERDE, DIRECTOR
DEPARTMENT OF MOTOR VEHICLES:

We're currently moving from our old legacy system to a new improved --you know-- IT modernization system. Which it's going to be a significant investment in our current databases. And it's gonna be important for us to assure that DTS has the capability to maintain the level of service that we need to provide that--that improved services to the public.

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CARLOS RAMOS, DIRECTOR
OFFICE OF SYSTEMS INTEGRATION:

In the future we really look forward to additional shared services. We're really looking to try and re-architect our systems, both the ones we have now and the new ones that we develop and put in place around a services oriented architecture.

We would love for the -- the -- underlying infrastructure that supports that and the whole services oriented architecture to be housed at the data center. That way we can use it, and hopefully some of the other --ahh-- programs and projects within our agency can also rely on those -- on those --ahh -- services. Also helps our systems to be able to talk to each other. And what that means is that the worker in the field is able to have better information about the client that they serve through their program, which may also be a client of another program within Health and Human Services.

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CHRISTY QUINLAN, DEPUTY DIRECTOR
INFORMATION TECHNOLOGY SERVICES:

Let's get that line of business set-up -- these enterprise functions and host them in a common place. Make them available to everybody. If I've done one and EDD has done another and DMV has done another, then that's just that much less work for all of us to do and we just use it. And when we need to do that function its there and it's available.

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NARRATOR:

How can DTS better partner with its customers to deliver these services?

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CARLOS RAMOS, DIRECTOR
OFFICE OF SYSTEMS INTEGRATION:

I think the best way that DTS can partner with us -- is to -- as it does now -- take an interest and a stake in the programs that we run -- that we support -- understand what the needs are for the -- for the -- county users out there, for the consumers that actually are the beneficiaries of our programs and help us develop technical solutions, that help meet those needs.

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CHRISTY QUINLAN, DEPUTY DIRECTOR
INFORMATION TECHNOLOGY SERVICES
DEPARTMENT OF HEALTH CARE SERVICES:

The recent consolidation -- um-- makes perfect sense in helping us find the best service. So I'm looking forward to having those discussions and also new offerings. For example; Operation Recovery, something that we're spending a lot of time looking at now because our department needs it. Its something that's come up and we've just split. So as we look at things that have changed in our line of business, I think that that's one of the things were you look at your strategic partners and DTS is certainly a strategic partner to us.

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DALE JABLONSKY, DEPUTY DIRECTOR
INFORMATION TECHNOLOGY BRANCH
CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT:

I think where we need to improve our partnership is in the area of architecture and application development and application design. I think it's important that DTS has a leadership role there because -- we're a large department but there are other large departments that also want to do more and more internet hosting at the data center and I don't think its in anyone's best interest for the data center to let everyone do their own thing. I think they have to provide some leadership that kind of leverages some good architecture and gets us the economies of scale and kinda gets all the departments doing it -- sorta like -- the same way. That way, the data center has an easier time of supporting the technology and the departments are starting to do things in a common, best practice environment -- allows us to leverage resources better. Maybe even leverage each others technology and re-use some of our own internal services that we've built.

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BERNARD C. SORIANO, PH.D, CHIEF INFOMRATION OFFICER
DEPARTMENT OF MOTOR VEHICLES:

We need to have a collaborative relationship with DTS -- were DTS is proactive in -- umm --in addressing in any potential problems. -- Ahh-- for example; -- ahh -- we could use DTS' help in identifying inefficiencies in our operations. If we could be better served by -- umm-- ahh-- putting together --umm-- different services, --ahh-- consolidating -- ahh-- to effect the -- the prices. That's something we would like to hear from DTS.

We would also like DTS to improve --ahh-- on their performance monitoring --ahh-- arena. --Ahh--we would sure like to know if there are going to be some potential problems say with a performance ceiling of a particular system, so that we can plan ahead -- and -- and -- make the necessary changes so that we don't hit that performance ceiling. --Ahh--We would rather know that upfront.

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GEORGE VALVERDE, DIRECTOR
DEPARTMENT OF MOTOR VEHICLES:

I know DTS has been moving to service level agreements and I think service level agreements are an important feature in terms of measuring ones performance. To me, it's

the same as -- ahh -- viewing how we -- ahh -- consider are employees. How do we measure whether or not their performing at the level we expect them to. And we do it by establishing certain performance agreements. I view our arrangements with DTS the same way. We should measure what our expectations are and we should evaluate them on a quarterly, semi-annual and annual basis to see -- how did we do --. How could we improve on that.

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NARRATOR:

How would our customers see DTS's role evolving as a provider of the technology services California government depends on?

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**CHRISTY QUINLAN, DEPUTY DIRECTOR
INFORMATION TECHNOLOGY SERVICES:**

I think that we all have to get smarter. I think not just DTS, but I think its time for all of us to look at --umm -- DTS to start providing some of those solutions. So if DTS doesn't do all of it --umm-- maybe they do a portion of it and we become partners -- true partners. So I think that's where we need to look ahead. And it maybe that we sort-of form alliances and possibly with even other departments even DTS becomes part of that coalition.

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**RAMON J. HIRSIG, EXECUTIVE DIRECTOR
BOARD OF EQUALIZATION:**

I think what's critical again, and as we talk about technology it's business should drive technology and historically in the past it's always been a difficult thing -- a lot of times -- when there were barriers to technology. Many times the thoughts the staff has for making progressive changes were limited by are ability to get it done, much less in a very cost efficient way, so I think its gonna definitely take a team effort, not only with the Board of Equalization but also with the Franchise Tax Board and Employment

Development Department. We the three agencies working as a team with -- ahh -- DTS can make great strides.

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CARLOS RAMOS, DIRECTOR
OFFICE OF SYSTEMS INTEGRATION:

Well you know as I look to the future, the thing that I really see the Department of Technology Services taking on, is taking on management and operation of the State's IT infrastructure. The underlying foundation that allows programs and departments and organizations like my own to develop the business specific applications. So to the extent that the DTS can take a leadership role in infrastructure, I think that serves not only our programs but the rest of the State really well.

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BERNARD C. SORIANO, PH.D, CHIEF INFORMATION OFFICER
DEPARTMENT OF MOTOR VEHICLES:

I see in the future, DTS --umm-- needs --ahh-- to take an active leadership role in technology. --Ahh-- DTS is the provider of services -- technological services to the State -- to all state departments and agencies. And to that end, they need to be aligned --ahh-- with the strategic direction of each one of those departments and agencies. The capabilities and the -- umm-- the -- the necessary make-up of DTS needs to be taken into account when those strategic plans are being developed. --Umm -- and DTS needs to be an active part of that strategic plan development. --Ahh-- DTS also, in the future, should be the purveyor of the -- the new technologies and they need to be in a position to reach out to the departments and make available these new technologies. And make it available in a cost effective way so the burden isn't borne on individual departments that bring forth new technologies. DTS could be the leader in that and they could affect these technology changes for the betterment of the State.

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DALE JABLONSKY, DEPUTY DIRECTOR
INFORMATION TECHNOLOGY BRANCH
CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT:

And so much more proactive, here's how you should influence things. Get the departments to play in this enterprise architecture space a little bit more up-front. And so things just don't happen to the data center you're kinda steering that technology, you are kind of creating those economies of scale and --ahh-- the big departments will --umm-- kind of line-up in a couple different architectural areas any way, so you cater to those big departments and the little guys will follow.

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CHRISTY QUINLAN, DEPUTY DIRECTOR
INFORMATION TECHNOLOGY SERVICES:

So I think that things are starting to evolve and DTS has to be one of those big players helping the State implement solutions. We're looking at health care reform. I think that is going to be a huge, huge effort for the state and I don't see it happening without DTS playing an important role.

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NARRATOR:

DTS is California government technology partner because that's what our customers expect.